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TRANSMITTAL OF APPEAL BRIEF (Large Entity)	Docket No. END920000075US1
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In Re Application Of: Gerard Vahee et al

Application No. 09/660,852	Filing Date 09/13/2000	Examiner Vanel Frenel	Customer No. 26502	Group Art Unit 3626	Confirmation No. 7942
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Invention: PROJECT MANAGEMENT METHOD AND SYSTEM

COMMISSIONER FOR PATENTS:

Transmitted herewith in triplicate is the Appeal Brief in this application, with respect to the Notice of Appeal filed on 06/27/06

The fee for filing this Appeal Brief is: \$500.00

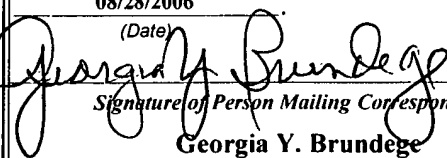
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Dated: 08/28/06

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cc: Records



Docket No.: END920000075US1

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In Re Patent Application of: Gerard Vahee et al

Group Art Unit: 3626 : IBM Corporation  
Examiner: Vanel Frenel : Intellectual Property Law  
Serial No.: 09/660,852 : Department IQ0A/040-3  
Filed: 09/13/2000 : 1701 North Street  
Title: PROJECT MANAGEMENT : Endicott, New York 13760  
METHOD AND SYSTEM

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on 08/28/06.

*Georgia Y. Brundage* 8/28/06  
Georgia Y. Brundage Date

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**APPEAL BRIEF**

Dear Sir:

Appellants hereby appeal from the Final Action of 06/16/2006 and offer the following arguments in support thereof.

**(i) REAL PARTY IN INTEREST**

The real party in interest is International Business Machines Corporation, a corporation of New York, with a place of

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business at Armonk, NY 10504.

**(ii) RELATED APPEALS AND INTERFERENCES**

There are no related appeals or interferences with which the undersigned is aware.

**(iii) STATUS OF CLAIMS**

Claims 1 - 12 are pending in the present application. Claims 1 - 12 have all been finally rejected and are the subject matter of this appeal.

**(iv) STATUS OF AMENDMENTS**

There are no amendments filed subsequent to the final rejection of 06/16/2006.

**(v) SUMMARY OF CLAIMED SUBJECT MATTER**

The present invention deals with management of projects in a company or organization. Embodiments of a method, system, tool, and computer program product for performing project management are separately claimed in independent claims 1, and 7 - 12 as described below.

Independent claim 1 recites a process for managing a project (Specification page 1, lines 10 - 20, page 2, lines 15 - 16, page 3, lines 6 - 20, and page 6, lines 7 - 8). A project management data model must be built. The data model must have entities and relationships described by text and graphical data (page 6, lines 15 - 25). The data model including the text and graphical data is entered into a relational database (page 6, line 26, to page 7, line 14). Claim 1 also requires that a

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project management tool for a project for production of a product or providing services be built. The tool has web pages built from the text and graphical data (page 7, lines 15 - 24, page 8 lines 5 - 10). Hyperlinks are generated in the web pages of the tool based on the relationships in the relational database (page 7, lines 25 - 26). The tool is then used to manage the project (page 7, lines 27 - page 8, line 4).

Dependent claim 5, dependent directly from claim 1, further requires that the project management data model which must be built in claim 1, comprise a project definition process, a change management process, a risk management tool, and an issue management tool (FIG. 3, 30, and page 9, lines 9 - 29).

Independent claim 7 is directed to providing a solution for meeting a business need for a process for production of a product or providing services. A business need is defined. A project management data model is built in response to the need, as in claim 1. All of the remaining limitations recited in claim 7 are identical to those of claim 1, except in the final step, the project management tool is operated to provide the solution which meets the need. The specification and figure references for the steps of claim 1, above, also apply to identical limitations recited in claim 7, as well as claims 8 and 10 - 12 below. To avoid being unnecessarily repetitive, these references are not specifically stated in the description of each of these claims.

Independent claim 8 is directed to a system embodiment of the present invention, for project management (page 8, line 11,  
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to page 10, line 11, and FIGs. 2 and 3). The elements of the system in claim 8 correspond to the steps of claim 1.

Independent claim 9 is directed to a project management tool (page 3, lines 6 - 20). The tool has process listings and work patterns (page 8, lines 22 - 28). The system also includes work pattern documents linked to the process listing and word processor template (page 9, lines 9, to page 10, line 2).

Independent claim 10 is similar to claim 8 but is directed to a system for managing (a plurality of) projects within an enterprise.

Independent claims 11 and 12 are directed to a project management system similar to claim 8, but specifically implemented on a computer system or as a computer program product, respectively.

**(vi) GROUND OF REJECTION**

There is only one ground of rejection. Claims 1 - 12 are rejected under 35 U.S.C. 103(a) as being unpatentable over Hennings (U.S. Patent 6,763,496) in view of Jammes (U.S. Patent 6,484,149).

**(vii) ARGUMENT**

Claims 1 - 12 are patentable under 35 U.S.C. 103(a) over the prior art and particularly, U.S. Patents 6,763,496 (Hennings) in combination with U.S. Patent 6,484,149 (Jammes).

The combination of Hennings with Jammes does not describe  
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or suggest all of the required steps of Appellants' claim 1. Appellants therefore respectfully disagree with this rejection and offer the following arguments in support thereof.

Appellants' claim 1 requires building a project management data model having entities and relationships described by text and graphical data. The Examiner cited Hennings, column 6, lines 53 - 67 to column 7, line 11, in the Office Action dated 01/04/2006, page 2, paragraph 3, fifth line down. Appellants responded in their amendment dated 04/04/2006 on page 8 that Hennings does not recite in any way in the cited portion the requirement in their claim 1 of building a project management data model. Although Hennings does describe text or a picture icon as an anchor for a hyperlink, there is no suggestion in Hennings of a project management data model.

The Examiner states in the Office Action dated 06/16/2006 that he relied upon the teaching of Jammes for such a feature and cites Jammes column 1, lines 6 - 30; column 56, lines 7 - 16. Appellants respectfully disagree that Jammes teaches their required step in claim 1 of building a project management data model having entities and relationships described by text and graphical data.

In column 1, lines 6 - 30, Jammes describes publishing information about products on electronic pages which have text and graphics displayable on a computer screen. Jammes also describes web pages which include on-line forms allowing customers to place orders. Nowhere in this cited portion does Jammes describe or suggest building a project management data

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model.

In column 56, lines 7 - 16, Jammes describes certain features of a software system referred to as the Merchant Workbench, see column 8, lines 3 - 4. In column 56, lines 7 - 16, Jammes notes that the designer of an electronic store may use Merchant Workbench to construct web pages so that the electronic store can automatically adjust the links between pages, as well as, the content on pages. There is simply no description or suggestion of building a project management data model as required by Appellants' claim 1.

For this reason alone, claim 1 is allowable over Hennings in combination with Jammes.

Furthermore, claim 1 requires that the project management data model be entered in a relational database. Neither Hennings nor Jammes describe this step which is to be expected since neither describe or suggest the project management data model itself.

Claim 1, also requires building a project management tool for a project for production of a product or providing services, having web pages, from the text and graphical data, i.e., the text and graphical data that describe the entities and relationships in the project management data model. The Examiner cites Jammes, column 1, lines 11 - 18. However, a careful examination of this cited portion of Jammes shows that there is no description or suggestion of building a project management tool of any type as required by claim 1. As noted  
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above, Jammes merely describes publishing electronic pages having text and graphics.

For each of these reasons, claim 1 is allowable over Hennings in view of Jammes. The Examiner has failed to show how Hennings and Jammes together teach all of the steps of claim 1.

Regarding dependent claim 5, the project management data model of claim 1 must further comprise a project definition process, a change management process, a risk management tool, and an issue management tool. The Examiner cites Jammes, column 33, lines 1 - 60. However, there is no description or suggestion in column 33, lines 1 - 60 of any of these four elements of a project management data model, much less all four, as required by Appellants' claim 5.

Appellants' independent claims 7, 8, 10, 11, and 12 recite limitations similar to claim 1 above. These claims are allowable for the same reasons as argued above for claim 1.

Independent claim 9 requires a project management tool comprising a plurality of work product documents linked to a plurality of process listings, each process listing providing guidance about how to undertake an activity, the documents describing items used to manage a project. The Examiner, notes on page 7 of the Office Action dated 01/04/2006 that Hennings does not disclose this work product documents requirement. The Examiner cites Jammes column 40, lines 39 - 67. Appellants respectfully disagree that column 40, lines 39 - 67, describe this requirement recited in claim 9 for a project management

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tool comprising a plurality of work product documents. Claim 9 is allowable over Hennings in view of Jammes for this reason. The Examiner has failed to show how Hennings in combination with Jammes describes or suggests all of the elements of claim 9.

All of the remaining claims depend directly on allowable claim 1 and are therefore also allowable.

Appellants' position, therefore, is that rejection of the pending claims is in error and must be withdrawn. All of the claims are allowable under 35 U.S.C. 103(a) over Hennings in view of Jammes.

In view of the above, Appellants respectfully request that the Board reverse the Examiner's final rejection of all of the claims on appeal, and allow these claims.

Respectfully submitted,

Dated: 08/28/06

by: John R. Pivnichny

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**(viii) CLAIMS APPENDIX**

1. A process for managing a project, comprising the steps of:

building a project management data model having entities and relationships described by text and graphical data;

entering said project management data model in a relational database;

building a project management tool for a project for production of a product or providing services, having web pages from said text and graphical data;

generating hyperlinks in said web pages of said tool based on said relationships in said relational database; and

using said tool to manage said project.

2. The process of claim 1, wherein said text includes guidance based on experience.

3. The process of claim 1, wherein said text has been entered in a word processor.

4. The process of claim 1, wherein said graphical data is entered in an image processing application program.

5. The process of claim 1, wherein said project management data model comprises a project definition process, a change management process, a risk management tool, and an issue management tool.

6. The process of claim 1, further comprising the step of parsing said text data by adding tags identifying the nature, beginning, and end of said entities described by text data and storing said parsed text data in said relational database.

7. A business process for transforming a business need into a strategy for providing a solution which meets said need, comprising the steps of:

defining said business need, wherein said need is for a process for production of a product or providing services;

building in response to said business need, a project management data model having entities and relationships described by text and graphical data;

entering said project management data model in a relational database;

building a project management tool comprising web pages from said text and graphical data;

generating hyperlinks in said web pages of said tool based on said relationships in said relational database; and

operating said tool to provide a solution which meets said need.

8. A system for project management, comprising:

a project management data model for a project for a process for production of a product or providing services, said model having entities and relationships described by text and graphical data;

a relational database containing said model;

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a project management tool having web pages generated from said text and graphical data;

hyperlinks in said web pages of said tool based on said relationships in said relational database; and

computer means for operating said tool and said data model to manage a project.

9. A project management tool, comprising:

a plurality of process listings for a process for production of a product or providing services, each said process listing providing guidance about how to undertake an activity;

a plurality of work patterns, each said work pattern describing a response to a project management situation and having threads throughout said plurality of process listings;

a plurality of work product documents linked to said plurality of process listings, said documents describing items used to manage a project;

word processor templates for said work product documents describing plans, procedures, and records; and

procedures for said process listings.

10. A system for managing projects within an enterprise, comprising:

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a project management data model for a project for a process for production of a product or providing services, said model having entities and relationships described by text and graphical data;

a relational database containing said model;

a project management tool having web pages generated from said text and graphical data;

hyperlinks in said web pages of said tool based on said relationships in said relational database; and

computer means for operating said tool and said data model to manage said projects within said enterprise.

11. A project management system implemented on a computer system, said project management system comprising:

means for building a project management data model for a project for a process for production of a product or providing services, said model having entities and relationships described by text and graphical data;

means for entering said project management data model in a relational database;

means for building a project management tool comprising web pages from said text and graphical data;

means for generating hyperlinks in said web pages of said tool based on said relationships in said relational database; and

means for using said tool to manage said project.

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12. A computer program product for instructing a processor to provide a method of project management, said computer program product comprising:

a computer readable medium;

first program instruction means for building a project management data model for a project for a process for production of a product or providing services, said model having entities and relationships described by text and graphical data;

second program instruction means for entering said project management data model in a relational database;

third program instruction means for building a project management tool comprising web pages from said text and graphical data;

fourth program instruction means for generating hyperlinks in said web pages of said tool based on said relationships in said relational database; and

fifth program instruction means for using said tool to manage said project; and wherein

all said program instruction means are recorded on said medium.

**(ix) EVIDENCE APPENDIX**

The following evidence was submitted pursuant to §1.131 in the present application

Exhibit A - IBM invention disclosure SMS819990016.

Item 1 - a copy of a screen shot of IBM's internal Worldwide Project Management Method web site.

Item 2 - a copy of an electronic message (note) from IBM employees Sue Davies to John Wilson dated 8/12/99 (European date is 12/8/99).

Item 3 - a copy of an electronic message (note) from IBM employees Scott Wagert to Susan Iverson dated 11/19/99.

Item 4 - a copy of electronic message (note) from IBM employees Elyse Anchell to David Harris dated 11/24/99.

**(x) RELATED PROCEEDINGS APPENDIX**

None.



# Disclosure SMS8-1999-0016

Created By: Mark Goebel Created On:   
 Last Modified By: Arthur Haviland Last Modified On:

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Required fields are marked with the asterisk (\*) and must be filled in to complete the form.

## Summary

Status	Under Evaluation
Original Location	SMS
Processing Location	END
Functional Area	GS-(HEALD) IBM Global Services
Attorney/Patent Professional	John Pivnichny/Endicott/IBM
IDT Team	Richard Malek/Endicott/IBM; Rob Edwards/Endicott/IBM; Robert L King/Endicott/IBM; Jon B. Martens/Endicott/IBM
Submitted Date	
Owning Division	GS
PVT Score	To calculate a PVT score, use the 'Calculate PVT' button.
Incentive Program	
Lab	
Technology Code	

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Response Due to IP&L

### Main Idea

Title of disclosure (in English)  
Worldwide Project Management Method (WWPMM)

Idea of disclosure

1. Describe your invention, stating the problem solved (if appropriate), and indicating the advantages of using the invention.

IBM has invested in defining a common approach to the management of projects in order to gain the following benefits:

- having a reference point that defines a good practice that, when implemented, reduces project risk;
- improved capability to staff projects from any part of the organization without prolonged learning;
- increased sharing and learning from experience by helping all members of the IBM PM community to use the same vocabulary; and
- reduction in development effort by having a common underlying structure for tools and education

The new worldwide method is intended to address the issues of productivity by providing a "consistent approach" to managing projects within IBM. The Method will be utilized on internal, as well as externally managed projects by IBM.

The Worldwide Project Management Method (WWPMM) is the name used to describe IBM's worldwide project management methodology, which defines the way we manage projects in IBM. WWPMM, which is sponsored by the Project Management Center of Excellence, is a response to the Corporate Executive Council (CEC) action to establish a single, common project management method for IBM projects worldwide.

WWPMM is derived from a number of IBM project management best practices including Project Management Method Version 1 (PMM) and other recognized industry standards such as the Project Management Institute (PMI) PM Body of Knowledge (PMBOK), Software Engineering Institute (SEI) and the International Standards Organization (ISO). Influences from IBM's existing business processes, Integrated Product Development (IPD) and Customer Relationship Management (CRM), were incorporated into this method. WWPMM should be used as a reference to strengthen IBM's project management practices providing a single reference point of PM practice.

WWPMM describes a broad model for project management activities, which must be adapted to the features of each particular project. The model facilitates the sharing of project management knowledge and experience, improves identification and usage of best practices, and improves project results through avoidance of common pitfalls. WWPMM should be used as a reference to strengthen project management practices providing a single reference point of PM practice. This approach includes typical:

- PM Domains: the basic Project Management processes arranged by domain which are similar to the PMI Knowledge Areas
- PM Work Products: the items which are manipulated by the processes and which a project manager uses to manage the project
- PM Work Patterns: a series of scenarios which link the processes to help the project manager achieve day to day operations

In addition to an on-line version of the WWPMM content browser (URL <http://pmmethod.somers.hqregion.ibm.com/>), a CD-ROM based version will also be available.

There will be continuing efforts to imbed this reference material into the tools and management systems that the project management community uses. Toward this end, a core set of procedures and work product templates (referred to as 'PM System Starter Set') will be published early next year. These materials, when used with appropriate tools and management systems, provide a quick start for projects and project management activities. Business units, competencies or business processes may tailor these to their management systems so that individual project managers will have an even more focused 'starter set' available to them.

2. How does the invention solve the problem or achieve an advantage, (a description of "the invention", including figures inline as appropriate)?

This new method combines the best practices of IBM project management and provides a consistent

"common method" worldwide. It addresses all items outlines in item 1 of this disclosure.

3. If the same advantage or problem has been identified by others (inside/outside IBM), how have those others solved it and does your solution differ and why is it better?

There has been no common approach to project management across all areas of IBM, only regional or a constituency approaches. This is the first worldwide approach.

4. If the invention is implemented in a product or prototype, include technical details, purpose, disclosure details to others and the date of that implementation.

Timetable as follows:

Announcement scheduled -

CD-ROM available -

Distance learning education module available (Knowledge Refresh) ;

WWPMM version. 2 (PM System Starter Set)

Worldwide Deployment and implementation begins

**\*Critical Questions ( Questions 1 - 7 must be answered)**

<b>Question 1</b>	
On what date was the invention workable?	Please format the date as MM/DD/YYYY
(Workable means i.e. when you know that your design will solve the problem)	

<b>Question 2</b>		<input type="radio"/> Yes
Is there any planned or actual publication or disclosure of your invention to anyone outside IBM?		<input checked="" type="radio"/> No
If yes, Enter the name of each publication or patent and the date published below.		
Publication/Patent		
Date Published or issued		
Are you aware of any publications, products or patents that relate to this invention?		<input type="radio"/> Yes
		<input checked="" type="radio"/> No
If yes, Enter the name of each publication or patent and the date published below.		
Publication/Patent		
Date Published or issued		

<b>Question 3</b>		<input type="radio"/> Yes
Has the subject matter of the invention or a product incorporating the invention been sold, used internally in manufacturing, announced for sale, or included in a proposal?		<input checked="" type="radio"/> No
Is a sale, use in manufacturing, product announcement, or proposal planned?		<input type="radio"/> Yes
		<input checked="" type="radio"/> No
If Yes, identify the product if known and indicate the date or planned date of sale, announcements, or proposal and to whom the sale, announcement or proposal has been or will be made.		
Product		
Version/Release		
Code Name		
Date		
To Whom		
(If more than one, use cut and paste and append as necessary in the field provided)		

<b>Question 4</b>		<input type="radio"/> Yes
Was the subject matter of your invention or a product incorporating your invention used in public, e.g., outside IBM or in the presence of non-IBMers?		<input checked="" type="radio"/> No

If yes, give a date. Please format the date as MM/DD/YYYY.

**Question 5**

Have you ever discussed your invention with others not employed at IBM?

☐ Yes  
☒ No

If yes, identify individuals and date discussed. Fill in the text area with the following information: the names of the individuals; the employer; date discussed; under CDA; and CDA #.

**Question 6**

Was the invention, in any way, started or developed under a government contract or project?

☐ Yes  
☒ No  
☐ Not sure

If Yes, enter the contract number.

**Question 7**

Was the invention made in the course of any alliance, joint development or other contract activities?

☐ Yes  
☒ No  
☐ Not Sure

If Yes, enter the following: Name of Alliance, Contractor or Joint Developer.

Contract ID number

Relationship contact name

Relationship contact E-mail

Relationship contact phone

**Question 8**

Have you submitted, or are you aware of, any related disclosure submission?

☐ Yes  
☒ No

If Yes, please provide the title and docket or disclosure number below.

**Question 9**

What type of companies do you expect to compete with inventions of this type? Check all that apply.

☐ Manufacturers of enterprise servers

☐ Manufacturers of entry servers

☐ Manufacturers of workstations

☐ Manufacturers of PCs

☐ Non-computer manufacturers

☐ Developers of operating systems

☐ Developers of networking software

☐ Developers of application software

☒ Integrated solution providers

☒ Service providers

☒ Other (Please specify below)

Project management / consulting companies

Patent Value Tool (Optional - this may be used by the inventor and attorney to assist with the evaluation)

(The Patent Value tool can be used by you or the evaluation team to determine the potential licensing value of your invention.)

The **Patent Value Tool** has not yet been used to calculate a score.

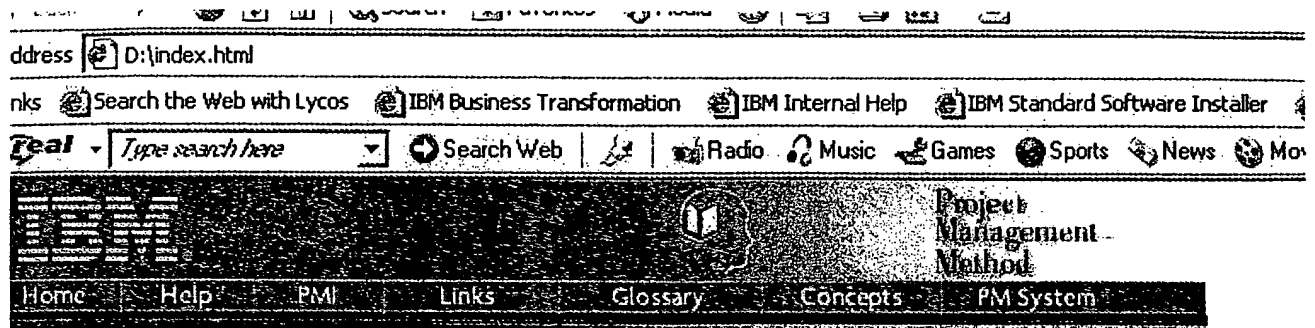
**Post Disclosure Text & Drawings**

Enter any additional information relating to this disclosure below:

---

(Form Revised 12/17/97)

ITEM 1



Welcome to IBM's  
Worldwide  
Project  
Management  
Method

Before browsing this site,  
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[WWPMM Concepts](#)

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Click an entry point to explore a subject

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ITEM 2  
===== > 2)

----- Forwarded by Liliane Lafuite/France/IBM on 03/11/2004 16:38 -----

Sue Davies@IBMGB  
12/08/99 19:19

To: John Wilson/Mount Pleasant/Contr/IBM@IBMUS  
cc: John Palmer/Mount Pleasant/IBM@IBMUS, Paris Team, David Harris/UK/IBM@IBMGB, Mark  
Goebel/Atlanta/IBM@IBMUS  
From: Sue Davies/UK/IBM@IBMGB  
Subject: WWPMM Web-site

John,

Thanks for the web site information. I have had a look at this, the navigation is fine, exactly what we expected ( except for the links from Concepts to Glossary, which we've already discussed). There is a problem with links from one Work Pattern to another, where the original diagram seems to be retained, but

perhaps this has not yet been fully developed.

I have a number of concerns about the contents, which are perhaps premature, as it's under development, but you can ignore any comments on problems you know about and are fixing

By far the most serious, and Doug says this is intentional, is the removal of all identifiers from all WWPMM objects. So where we have *ChM.20.10. Approve changes*, you have only *Approve changes*. This completely loses all reference to the structure of WWPMM. While the hot-links correctly take you to the right process, work pattern or work product, you have no idea where you are going. I understand this was planned, if so, David, please may I raise this as a very serious issue.

The development team were not aware of this, and I feel it is totally against John Palmer's declared objective of fully representing the WWPMM material. All our material contains identifiers, the structure is impossible to follow without these. To make things worse, where we have X-refs in the body of the text, rather than in the listed X-ref sections, these still have the identifiers in, although they are now meaningless.

The loss of identifiers in Work Patterns is compounded by the fact they are listed in alphabetical order, not by Work Pattern Group. This means the entire concept of Work Pattern Groups has no visibility on the web-site.

While appreciating that everything is still under development, the number and severity of misrepresentations of the WWPMM material in the web material so far available may be an indication of some underlying faults in the translation process.

Many of the problems appear to centre around the conversion of bullets and indentations

Some examples are:

In *Analyse impact* (formerly *ChM.10.20. Analyse Impact*) there is a spurious change of bullet level half way down the input list. This is continued throughout the entire process.

Throughout almost all of *Event Management* there are spurious blank bullet points.

Throughout all the domain documentation there is an extra layer of indentation at each bullet level. This may be deliberate, and thought to improve the clarity but we find it confusing and difficult to check if the level of indentation is correct.

The basic template for Work Products has completely lost the structure. There is no distinction between headings and subheadings, some sub-headings have disappeared completely.

I hope you will take these comments as intended to be helpful. I know how infuriating it is when people comment on unfinished work in detail, but I thought you might like to review whether any of these problems are caused by flaws in the process. If we can help in any way to clarify our material, please let me know.

Regards,  
Sue

Sue Davies

ITEM 3  
=====> 3)

----- Forwarded by Liliane Lafuite/France/IBM on 03/11/2004 16:50 -----

Elyse Anchell@IBMUS

19/11/99 23:30

To: WWPMM Development Team  
CC:  
From: Elyse Anshell/Boca Raton/IBM@ibmus  
Subject: 1999 Knowledge Refresh: Remote user testing

FYI - You can go ahead and give it a try...Elyse

Elyse Anshell  
IBM Certified Project Manager  
WWPMM Development Team  
IBM Global Services  
Office in Paris : If calling from US - 011-331-4077-2118  
Mobile: 917 214 3314  
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----- Forwarded by Elyse Anshell/Boca Raton/IBM on 19-11-99 05:29 PM -----

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Scott Wagert

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19-11-99 10:40:21 AM

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To: Joyce Cunningham/Raleigh/IBM@IBMUS, Anthony DeBellis/Austin/IBM@IBMUS, David Harris/UK/IBM@IBMGB, Bill Phillips/Charlotte/IBM@IBMUS, Theresa Schnider/Atlanta/IBM@IBMUS, Elyse Anshell/Boca Raton/IBM@IBMUS, Mark Goebel/Atlanta/IBM@IBMUS, Gerard Vahee/France/IBM@IBMFR  
CC:  
From: Scott Wagert/Austin/IBM@IBMUS  
Subject: 1999 Knowledge Refresh: Remote user testing

here is the information distributed to the 'remote testers'.. please feel free to access the course..  
thanks,  
scott

Scott Wagert  
IBM Global Services Institute  
Phone: (512) 838-1253 Teline: 678-1253  
Fax: (512) 838-1345 Teline: 678-1345  
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Visit my organization's Website at: <http://w3.ibm.com/services/institute>

----- Forwarded by Scott Wagert/Austin/IBM on 11/19/99 09:36 AM -----

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Scott Wagert  
11/19/99 06:24:08 AM

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To: Knowledge Refresh Testers  
CC: Susan Iverson/Bethesda/IBM@IBMUS, Diane Holmes/Bethesda/IBM@IBMUS, Sue Easterling/Atlanta/IBM@IBMUS, Darren WHITT/Belgium/IBM@IBMBE, John Milota/Belgium/IBM@IBMBE, Judy Sennett/Mount Pleasant/IBM@IBMUS  
From: Scott Wagert/Austin/IBM@IBMUS  
Subject: 1999 Knowledge Refresh: Remote user testing

We have finally resolved all the server issues and are ready to start the end-user remote testing. Thank you for your patience. We believe you will agree it was worth the wait.

Here is a copy of the course announcement which will appear at GA. This will acquaint you with some of the details of the offering:

## 1999 Knowledge Refresh: An Update for IBM PM Professionals

Continuous improvement and education are cornerstones to the advancement of the PM profession in IBM.

In support of these objectives, the Project Management Center of Excellence is pleased to announce the General Availability of the 1999 Knowledge Refresh: An Update for IBM PM Professionals effective November 29, 1999.

This offering, which will be updated on a yearly basis, seeks to offer valuable information covering what is new, changed or of special importance to IBM PM Professionals at IBM.

### **This Year's Topics Include:**

- An Overview of PM/COE Initiatives
- Project Management Methods
- Project Management Tools
- Intellectual Capital for PM Professionals

This material is a self-paced Internet browser delivered Distributed Learning (DL) offering. The offering can be completed either on-line (connected to the IBM Intranet) or off-line (via a separately ordered CD-ROM).

To receive the maximum benefit from this material an audio enabled laptop or desktop machine is desired (though not required).

While viewing the offering on-line (connected to the IBM Intranet via either modem or LAN connection), delivery is supported at a minimum connection speed of 28.8Kbps. While the material can be viewed at slower connection speeds, performance will suffer.

### **Audience:**

The target audience is existing Project Managers who have completed PM Tier 1 education or equivalent, needing update on the PM profession in IBM. Due to the general nature of this year's offering, the material will be relevant to any IBM PM Professional.

### **Students completing the offering will receive:**

- Worldwide Project Management course - PM01D
- Education credit - 4 hours
- Professional Development Unit credit - 4.0 PDUs
- Continuing Education Unit credit - 4 CEUs

### **Machine Requirements:**

The minimum system configuration that the student must have is as follows:

- Standard IBM E-business client Platform (hardware and software)
- Netscape Navigator 4.04 (and above)
- Audio enabled hardware desired

- Network connection to the IBM Intranet via modem or LAN (if you are viewing the offering on-line) at a minimum connection speed of 28.8Kbs
- CD-ROM (if you are viewing the offering from the optionally ordered CD-ROM)

Enrolment and access to the material is through IBM Global Campus Course PM710  
Ordering instructions for the optional CD-ROM are available after registering.  
Help desk support provided by the IBM Global Campus Help Desk. Normal Help Desk hours apply.

Click on this link to gain access to --> [1999 Knowledge Refresh: An Update for IBM PM Professionals](#)

You may start the course at any time, enter and exit as often as you wish. This on-line test will run until November 29th.

Everything should be self-explanatory as you start the offering. We are interested in any problems you have connecting to the server or accessing material from your home location. If you encounter any problems, please use the 'Feedback' button which appears at the bottom of every page. If for some reason you cannot get far enough to use the Feedback function, please correspond directly to me

Thank you for your participation and your patience as we were ironing out all the last little problems.

Cheers,  
Scott

**Scott Wagert**

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Visit My Organization's Website at: <http://w3.ibm.com/services/institute>

"Out the token ring, through the router, down the fiber, off a switch, past the firewall, down the T1, under the bridge, into the ether ... nothing but Net !!!"

ITEM 4  
===== > 4)

----- Forwarded by Liliane Lafuite/France/IBM on 03/11/2004 16:53 -----

Elyse Ansell@IBMUS  
24/11/99 22:24

To: WWPMM Development Team  
cc: David Harris/UK/IBM@IBMGB  
From: Elyse Ansell/Boca Raton/IBM@ibmus  
Subject: Adding text to footer of WWPMM PDF Files

Team -

Since the web version of WWPMM is the official published version, we need to add some text to the PDF version so that people understand that the PDF version is for Development use only and is not intended for distribution.

I propose the following text to be added to the Wordpro/PDF footers -

"Working Copy - For Development Team Use Only - Do Not Distribute"

Please get back to me by end of day Thursday (Nov 25th - Thanksgiving) with your comments.

Once we agree, Therese will rebuild the material and replace the new version on the cafe. At that point we will only distribute the newly labeled documentation.

I understand that the "horse has left the barn" and that there are already numerous versions of the PDF version already in circulation. We are not going to do anything to try and fix those documents that are already in circulation.

Thanks in advance for your feedback - Elyse

Elyse Anchell  
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WWPMM Development Team  
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=====End.